

FMCSA Portal E-zine

for Enforcement

Issue 6
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Delivering Updates to Your Desktop about the FMCSA Portal

A Word from the COMPASS Team

Welcome to Issue 6 of the FMCSA Portal E-zine for Enforcement. If you have ever sent email to the COMPASS mailbox, you will now notice a change. We have implemented an automatic reply in the COMPASS mailbox to help ensure that the mailbox is used only for feedback and requests for information about COMPASS. Effective immediately, anyone sending email to the COMPASS mailbox will receive an automatic reply that explains how users requiring technical support should contact FMCSA Technical Support at 617.494.3003 or FMCTechSup@dot.gov for assistance. Personnel are available from 8:00 A.M. to 8:00 P.M. Monday through Thursday and from 8:00 A.M. to 6:00 P.M. on Fridays to address any technical issues that users may be experiencing. If you send feedback or requests for information to the COMPASS mailbox, a member of the COMPASS Team will review your comments and respond as quickly as possible.

Functionality Update

- Four new links have been added to the top of the FMCSA Portal homepage to make it easier and faster for users to visit the FMCSA Web site, InfoSys, Employee Express, and GovTrip. We realize these four Web sites have important information and functionality that our users need to access as they are performing their jobs each day. As we continue adding functionality to the Portal, we will continue looking for additional ways in which we can further improve the user experience.

In the Works

We are working now on the following issues and will let you know once they have been resolved.

- We are aware that some users are experiencing an issue with permissions for DataQs (Enforcement versus the general public). Until we can implement a permanent fix, we are running a DataQs script each week to resolve the issue. We expect this issue will occur occasionally with new accounts. If you encounter any problems with this issue, please contact FMCSA Technical Support.
- When searching by USDOT number while making assignments in MCMIS, some users are receiving an error message. We are working now to resolve the issue. In the meantime, a good workaround is to access MCMIS via the quick link on the homepage rather than choosing the Assignments tab on the homepage.

Tips

- Some users who request roles in multiple states are encountering issues with gaining quick access to the requested functionality. If you get unexpected results when requesting roles in more than one state, please be patient while the states' Organization Coordinators review and process your request.

Feedback

We hope this e-zine will create more dialogue with the Enforcement community. To send your feedback or request additional information, contact the COMPASS team at compass@dot.gov. For technical support, contact FMCSA Technical Support at 617.494.3003 or FMCTechSup@dot.gov.